

# ABSTRACT

In an IP network system, a providing service control device includes a module for obtaining performance information indicating a state of a traffic congestion from a monitor target network, a module for storing information, as contract data of a contract with a user, showing a service substitutionally providable corresponding to the state of the traffic congestion, and a control module for determining the substitutionally providable service on the basis of the obtained performance information and the contract data, and having the corresponding service provided to a client terminal used by the user. The client terminal includes a module independently obtaining performance information indicating a state of a traffic congestion from the monitor target network, and a module for executing the contract data change request on the basis of the independently obtained performance information.